



## Hardware/Software Recommendations And System Support Reference Information

November 10, 2004

### Recommended:

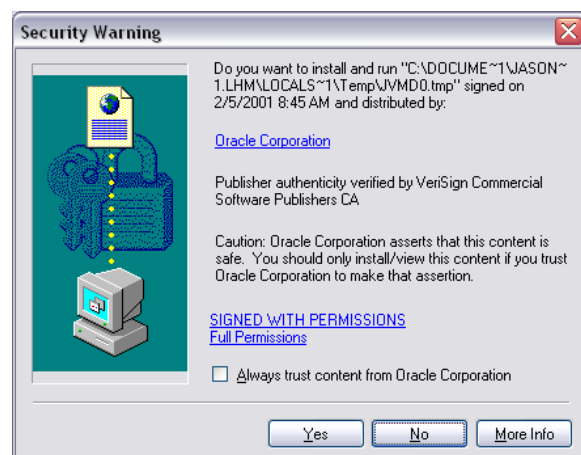
- Pentium III or higher, Pentium IV recommended
- 800 MHz or faster
- Internet Explorer 6.0 or higher with Latest Service pack
- It's recommended to use the latest version of Microsoft Internet Explorer
- Browser should support 128 bit encryption
- 256 MB RAM or higher
- 40 GB hard drive (100 MB cache) or more
- Adobe Acrobat 5.0 or greater
- Control Panel/Fonts must include OCR True Type Font file (Ocraxt.ttf)
- Printer must support OCR True Type Fonts see recommended printer list for state use
- Latest version of Microsoft Java Virtual Machine for Windows Operating Systems for Oracle Release 1 servers
- Oracle Release 2 servers support Microsoft and Sun Java Virtual Machine
- Disable pop up blocker functionality on work station

### WAN/LAN

- Each MVS Express application uses 15K to 25K of bandwidth.
- Normal state side access is via high speed Frame Relay connection with bandwidth of 128k or more.
- Computed bandwidth = Number of Workstations x 25K = Total Bandwidth
- Average use 10 Workstations with 256K/384k Frame Relay circuit
- MVS Express will install in your "Temporary Internet Files folder an 800k (approximate) "f90all.cab" file.

**NOTE:** Be sure that in your Internet Explorer Browser under "Internet Options" "Advanced Tab" the "Empty Temporary Internet Files folder when browsing is closed" is not checked or enabled.

Systems will need to accept an Oracle certificate the first time the application is accessed only. Be sure to check the box that states, "Always trust content from Oracle Corporation".



### **Application Performance**

Application performance will vary depending on the type of WAN connection, the number of applications running, and the configuration of the LAN.

Application performance over the Internet is subject to the type and speed of the Internet Connection and Carrier ISP (Internet Service Provider).

**NOTE:** All applications have been tested with a minimum connection speed of 56K (dialup).

**Note: Subject to change – please check for latest information**

- Motor carriers with networks and firewalls must allow IP access to [www.mvs-e-systems.com](http://www.mvs-e-systems.com) (production 208.193.129.145/mvsxpr.htm)
- State users will need access to the ACS 138.69.21.x in most cases
- Carrier Access is via the Internet, unless otherwise noted the following ports need to be opened for State and Carrier access:
  - ◆ Http outgoing port 80
  - ◆ Https outgoing port 443
  - ◆ Oracle Forms incoming Ports 9100 and 7779
  - ◆ Jacada (IFTA and IRP) Ports 1100 and 1101
  - ◆ Carrier and State locations with networks and firewalls must allow outbound traffic through Ports 80 & 443 (HTTP), 23 (Telnet)
  - ◆ Inbound 1100 & 1101 (Jacada), 515 (TCP/IP printing) and 9100 and 7779 (Oracle Forms)
- Control Panel/Display/Settings Screen Area setting should be a minimum of 800 x 600 pixels
- State and Carrier WAN: WAN devices that cache information may hinder or stop application performance
- Internet Proxy device may need to be adjusted to support using the application
- Optional settings may apply

### **Wireless and Satellite System Performance**

Laptop systems using satellite technology have been tested and are acceptable for use. Application performance is subject to the speed of the satellite communications link. All other information in this document applies.

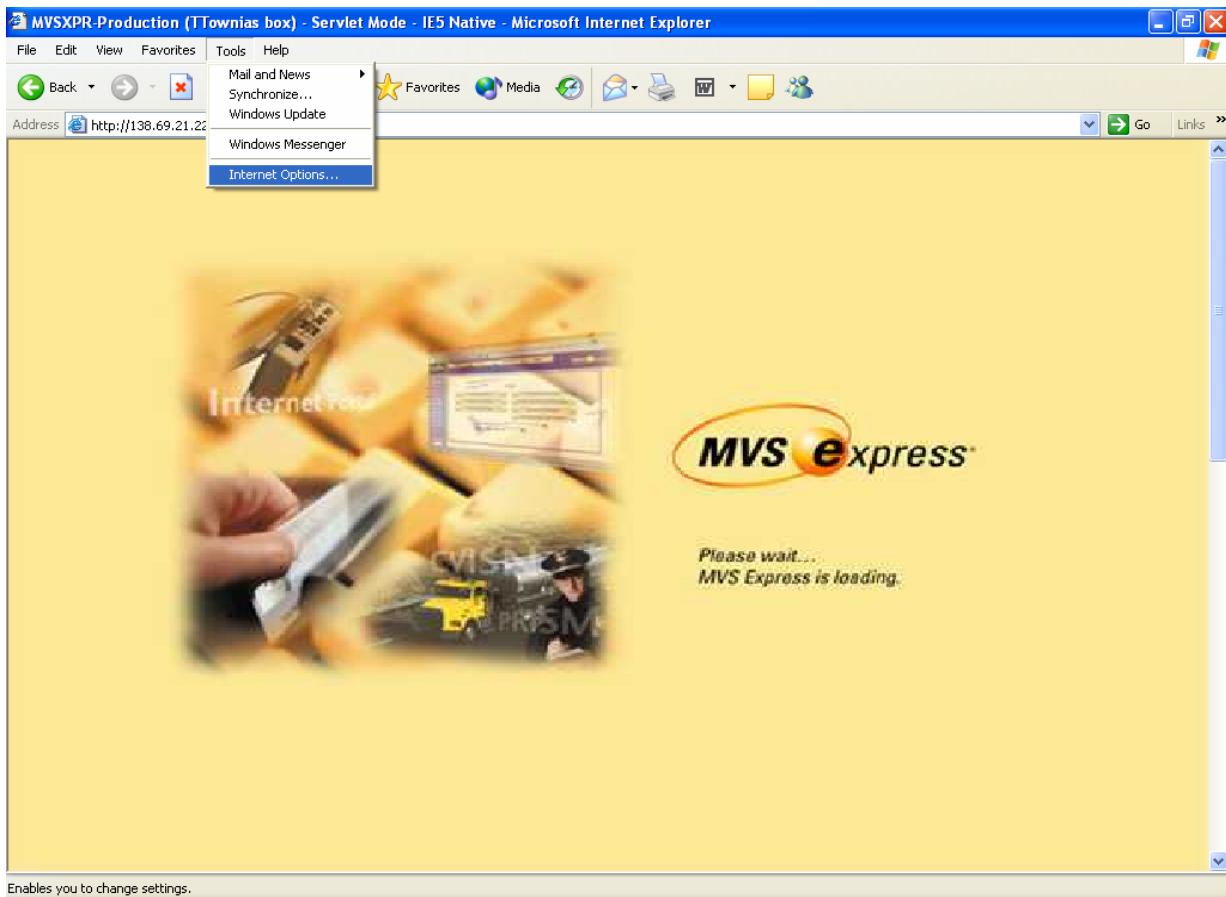
## Troubleshooting – Known issues

Microsoft XP Operating Systems with Service pack 2 (SP2)

**Problem** – SP2 added Popup Blocking

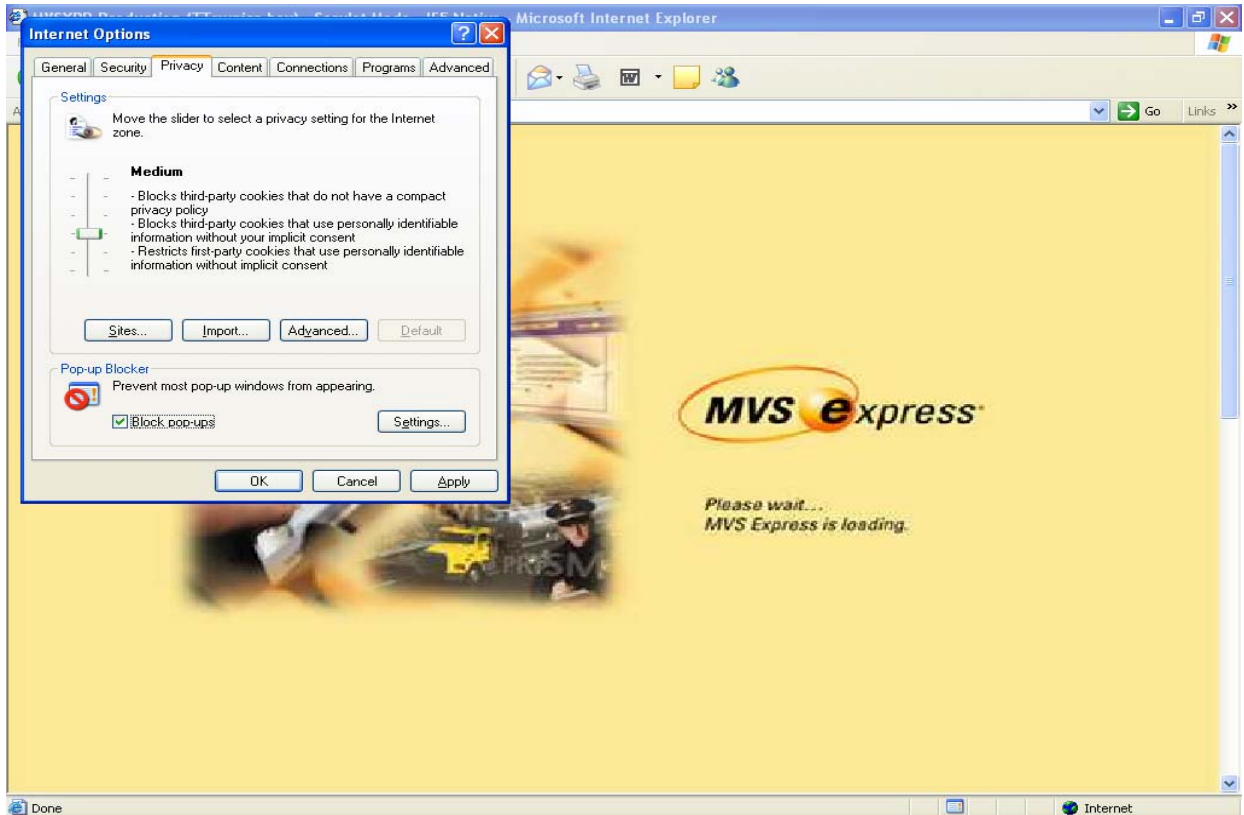
**Solution** – Disable Popup Blocker

From Internet Explorer, click on TOOLS from the toolbar and then select INTERNET OPTIONS



Click on the PRIVACY tab within INTERNET OPTIONS

The Pop-up Blocker section is displayed at the bottom of the PRIVACY tab. If the Block pop-ups box is checked, click on the box to uncheck it.



Click on the Apply button and then the OK button. Validate the changes by running the assigned URL.

## **MVS Express Access Trouble Shooting Document**

Verify the URL with your Client Analyst for your State or Carrier application.

Determine what Microsoft Operating System and Service Pack is being used on the PC reporting the problem:

Windows 98 (SP?)

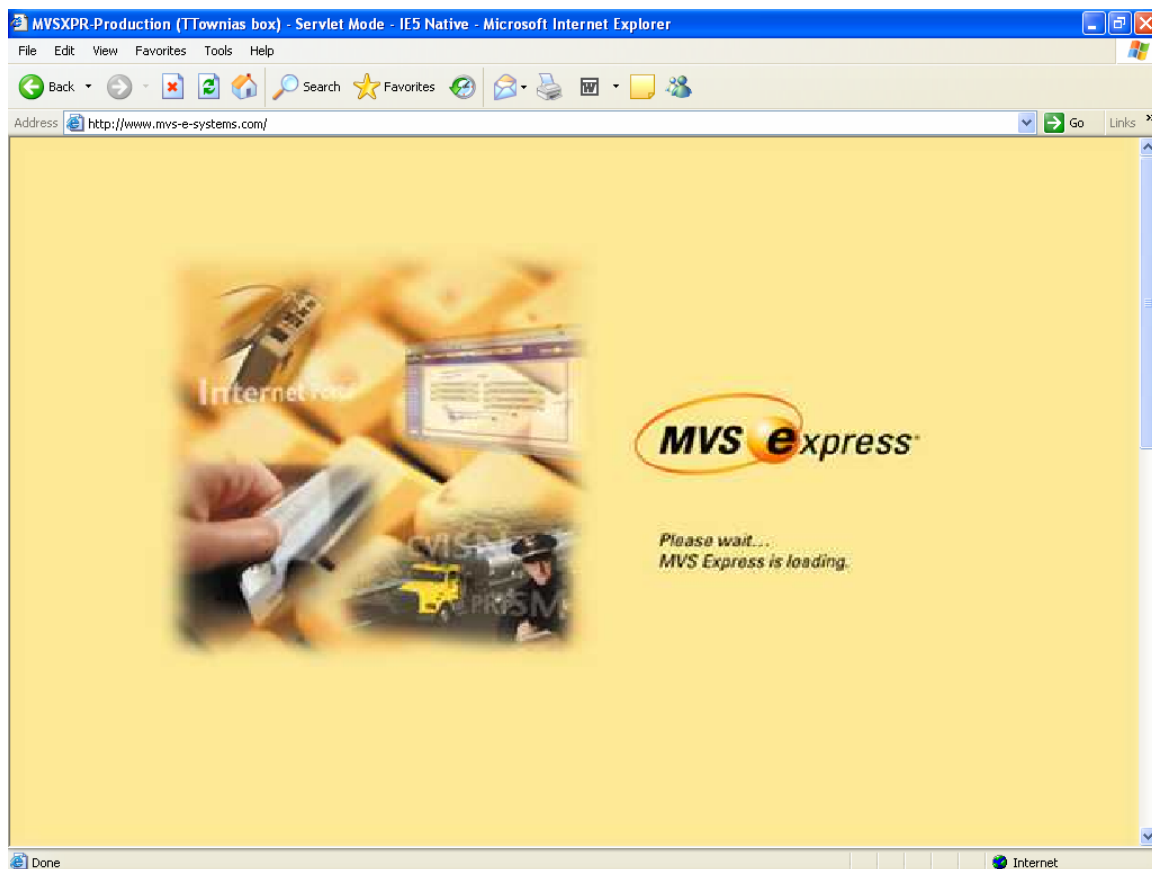
Windows ME (SP?)

Windows 2000 (SP?)

Windows XP (SP?)

### ***Problem***

The user reports that the following screen displays but it just sits there.



***Probable Cause*** (on Oracle Release 1 servers – check with your Client Analyst for your Oracle version)

1. Microsoft Virtual Machine (VM) is not installed on the machine and Java (Sun) version may be installed and enabled.
2. Microsoft VM is installed but Java (Sun) is enabled.

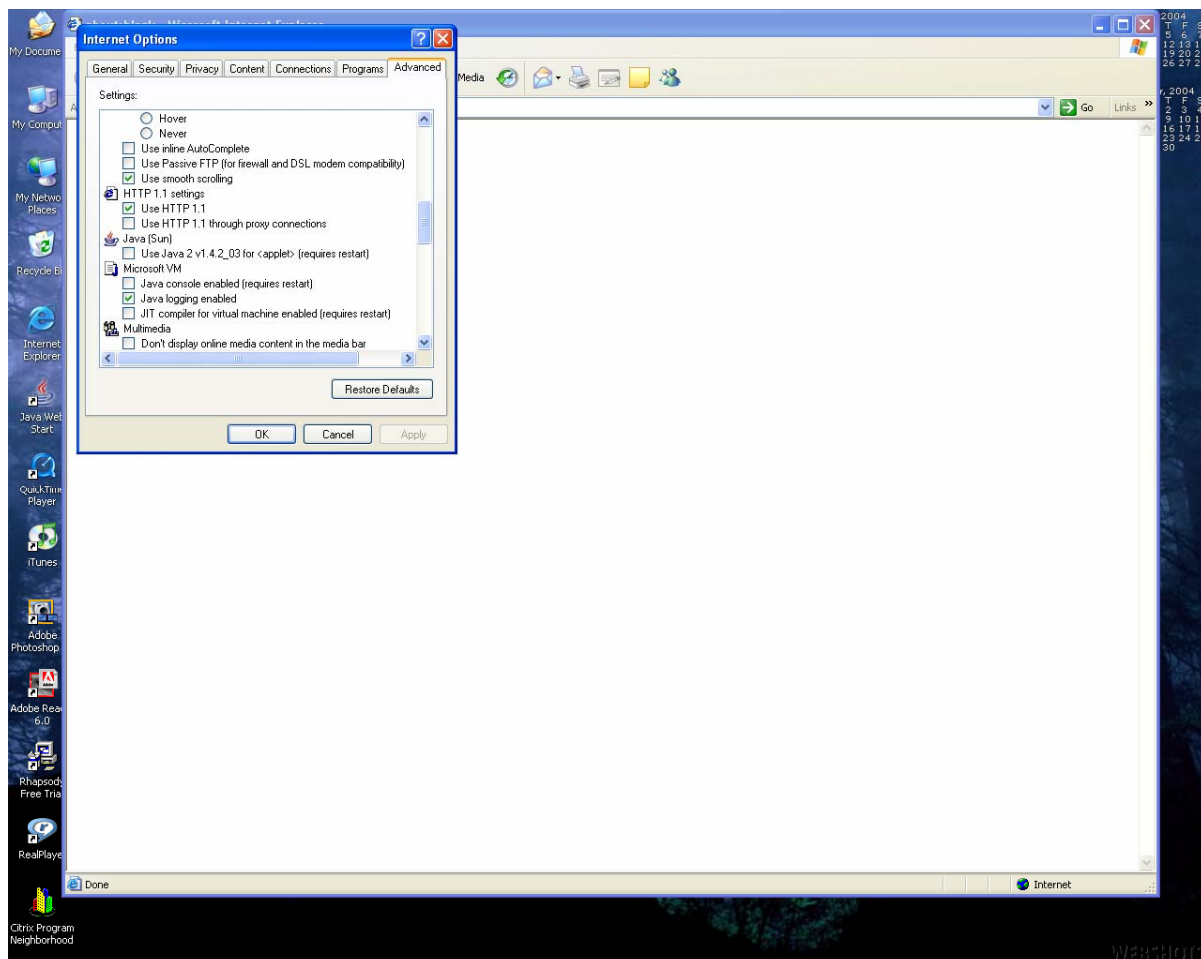
## Resolution

Determine if Microsoft VM is installed on the PC. If not, Microsoft VM needs to be installed. Provide the user with the [Microsoft VM download file](#) provided to you by your ACS Client Analyst.

Determine if the PC has Java (Sun) installed on the PC. If yes, the checkbox relating to the Java (Sun) entry needs to be unchecked.

The controlling Java Virtual machine version is located in your Internet Explorer Browser, Tools, Internet Options, Advanced Tab.

Disable or uncheck Java (Sun) version. Enable in Microsoft VM “Java Console enabled” “Java logging enabled”.



Accept all changes, close browser and reopen the application in your browser.

### ***Problem***

The user can login into MVS Express and access the Common Account Main Menu screen but when they attempt to access VISTA/RS or VISTA/TS by clicking on the designated button in the screen display below they are kicked back out to the user ID sign on screen.



### ***Cause***

Some type of pop up blocker is enabled on the PC preventing the VISTA/RS and VISTA/TS Jacada applications from loading on the PC.

### ***Resolution***

Instruct the user to disable the pop up blocker feature on the PC. The most common pop up blockers installed on a PC are:

- Internet Service Provider (ISP) – AOL, Google, etc.
- Microsoft Service Pack 2 or higher software (MSP)
- Off the shelf security software (OTS) – McAfee, Norton, etc.

If the pop up blocker is enabled by Microsoft SP2, please refer to the [Service Pack 2 Pop Up Blocker](#) contained in this document for detailed instructions on how to disable the pop up blocker feature.

If the pop up blocker is enabled due to the Internet Service Provider (ISP) or Off the shelf Security (OTS), the user will need to contact the ISP or OTS vendor for instructions on how to disable the pop up blocker feature.